

2.13 QW: Can you please provide examples of all balanced score cards for your retail branch, contract centre and business banking roles?

**Answer**

Provided with this response are examples of balanced scorecards for the below NAB areas:

- Personal Banking – Customer Advisor 1 (Annexure L), Customer Advisor 2 (Annexure M) Banking Advisor (Annexure N), Assistant Branch Manager (Annexure O), Branch Manager (Annexure P), Mobile Banker (Annexure Q).
- Business Banking – Business Banking Manager (Annexure R).
- Wealth – Senior Financial Planner (Annexure S), Wealth Advisor (Annexure T), Business Protection Specialist (Annexure U).

Information NAB considered to be commercial in confidence has been redacted from the scorecards of the Senior Financial Planner, Wealth Advisor and Business Protection Specialist.